







Please read and keep this Owner's Guide and the instructions carefully read and follow the Important Safety Instructions, Warranty and Contact information.

For additional information about your headphones or to recommend accessories, refer to:

- <http://global.bose.com>
- U.S. only: <http://Owners.Bose.com/QC20i>

## Charging

Allow up to 2 hours for a full charge before first use. Use the supplied USB cable to connect the headphones to a powered USB port on your computer or an agency approved wall charger (not supplied). When fully charged, headphones will have about 15 hours of battery life.

**Note:** Before charging, turn on and hold the Mode button. When the Mode button is held, the headphones will start charging. The Mode button will turn on at room temperature, between 41°F (5°C) and 104°F (40°C).

## Components

- A. Control module
- B. In-line microphone and 3-button remote
- C. Charging clip
- D. StayHead™ + tips: Small (white), Medium, installed (grey), Large (black)
- E. USB charging cable
- F. Carry case

## Powering on

- Slide the power switch on the control module to On. The headphones will turn on in the Cancelling, which reduces most sounds around you.
- Note:** When the power is off, the headphones will not turn on. For best quality audio, turn the power on.

## Switching modes

Press the Mode button on the side of the remote to switch to the mode you want. The Mode button will turn on when you hear some sounds around you, such as traffic noise.

## Connecting to an Apple device

- Connect the Bose® QuietComfort™ 20 headphones to the standard 3.5 mm headphone jack on your iPhone, iPod, or iPad.

The headphones come with an inline microphone and 3-button remote for convenient control of selected Apple products.

## Action

Action	Headphone Control
Adjust volume	Press + or -
Play/Pause	Press and release Answer/End.
Skip track	Press and release Answer/End twice quickly.
Previous track	Press and release Answer/End three times quickly.
Fast forward	Press Answer/End twice and hold.
Reset	Press Answer/End three times and hold.
Answer or end a call	Press and release Answer/End.
Switch to incoming call, put current call on hold	While on a call, press Answer/End once. Press and release again to end the call.
Switch to incoming call, end current call	While on a call, press Answer/End and hold for about 2 seconds and release.
Use voice control	Press and hold Answer/End. The voice control will turn on when you hear some sounds around you, such as traffic noise.

**Note:** Full controls may not be available for some Apple products.

## Importance of Proper Fit

For effective noise reduction performance, it is important to choose the correct size StayHead™ + tips. Select the size that gives you the best comfort and fit in each ear. You may need to try all three sizes to determine the best fit.

To test fit, try speaking aloud (with the power off). Your voice should sound muffled in both ears. If not, select another tip size.

Each tip is marked with either an L or an R. Be sure to use the tip that matches the ear it is intended for (L for the left earpiece and the right (R) for the right earpiece).

## To change a StayHead™ + tip:

- Gently peel the edges of the attached tip away from the earpiece, using care not to pull on the cord.
  - CAUTION:** To prevent damage, do not pull on the tip wing.
  - Slide the new tip over the headphone nozzle.
  - Press the tip securely into place until you feel it latch. The tip on the headphone housing should now sit flush on the slot on the inside of the tip.
- ## 4 Fitting the headphones to your ear
- Insert the headphone into the ear so the tip gently rests in the opening of the ear canal.
  - Tilt the headphone back and lightly press the wing under the ear until it is comfortable and secure. The tip should sit comfortably yet securely in the bowl of the ear.

## Recognizing the lights

Color	Status while in use:	Status while charging:
Green (solid)	Power on. More than 3 hours of battery life remaining.	Charging complete.
Green (blinking)	Power on. Less than 3 hours of battery life remaining.	N/A
Amber (blinking)	N/A	Charging Error: See "Temperature range" for more information.
Red	N/A	Error: See "Temperature range" for more information.
None (Off)	Power off or battery depleted.	N/A

## Mode Indicator (LED)

Color	Indicates:
Green (On)	Noise Cancelling on.
None (Off)	Aware mode on.

## Troubleshooting

### Poor sound quality

- Make sure the headphones are powered on and securely plugged into the headphone jack on the Apple device.
- Try another StayHead™ + tip size.
- Try another Apple device or music application.
- Clean the connector with isopropyl alcohol and dry with a clean cloth.

### Headphones won't turn on

- Make sure the headphones are properly charged.
- Turn off the power switch.
- Clean the connector with isopropyl alcohol and dry with a clean cloth.

### Poor or no noise reduction

- Make sure the power is switched on and the Mode indicator is on (green).
- Try another StayHead™ + tip size. See "Importance of Proper Fit."
- Ensure that headphones are properly charged.

### Short battery life (less than 16 hours)

- Make sure the headphones are properly charged.
- Clean the connector with isopropyl alcohol and dry with a clean cloth.

### Device is not responding to remote button commands

- Ensure you are using a compatible Apple device.
- Make sure the headphones are securely plugged into the headphone jack on the Apple device.
- Clean the connector with isopropyl alcohol and dry with a clean cloth.

### Microphone not working

- Make sure the headphones are properly charged.
- Clean the connector with isopropyl alcohol and dry with a clean cloth.
- Make sure the microphone is not blocked.
- Try another ear, Apple device, or application.

## Technical information

### Temperature range

Operate and store this product within the temperature range of 41°F to 113°F (-20°C to 45°C) only.

### For use with:

The remote and mic are supported only by iPhone 3GS or later, iPad, iPod touch (2nd generation or later), iPod classic (120GB, 160GB), and iPod nano (4th generation or later). The remote is supported by iPod touch (3rd generation or later), iPod nano (4th generation or later), and iPod touch (3rd generation or later). Audio is supported by all iPod and iPod models.

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Made for iPod™, "Made for iPhone™", and "Made for iPad™" mean an electronic accessory has been designed to connect specifically to iPod, iPhone, or iPad, respectively, and has been certified by the developer to meet Apple performance standards.

Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPod, iPhone, or iPad may affect wireless performance.

Please retain for your records.

Serial number (on Warranty Card):

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<http://global.bose.com/register>.

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## Charging

Allow up to 2 hours for a full charge before first use. Use the supplied USB cable to connect the headphones to a powered USB port on your computer or an agency approved wall charger (not supplied). When fully charged, headphones will have about 15 hours of battery life.

**Note:** Before charging, turn on and hold the Mode button. When the Mode button is held, the headphones will start charging. The Mode button will turn on at room temperature, between 41°F (5°C) and 104°F (40°C).

## Components

- A. Control module
- B. In-line microphone and 3-button remote
- C. Charging clip
- D. StayHead™ + tips: Small (white), Medium, installed (grey), Large (black)
- E. USB charging cable
- F. Carry case

## Powering on

- Slide the power switch on the control module to On. The headphones will turn on in the Cancelling, which reduces most sounds around you.
- Note:** When the power is off, the headphones will not turn on. For best quality audio, turn the power on.

## Switching modes

Press the Mode button on the side of the remote to switch to the mode you want. The Mode button will turn on when you hear some sounds around you, such as traffic noise.

## Connecting to an Apple device

- Connect the Bose® QuietComfort™ 20 headphones to the standard 3.5 mm headphone jack on your iPhone, iPod, or iPad.

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## Action

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To test fit, try speaking aloud (with the power off). Your voice should sound muffled in both ears. If not, select another tip size.

Each tip is marked with either an L or an R. Be sure to use the tip that matches the ear it is intended for (L for the left earpiece and the right (R) for the right earpiece).

## To change a StayHead™ + tip:

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  - Slide the new tip over the headphone nozzle.
  - Press the tip securely into place until you feel it latch. The tip on the headphone housing should now sit flush on the slot on the inside of the tip.
- ## 4 Fitting the headphones to your ear
- Insert the headphone into the ear so the tip gently rests in the opening of the ear canal.
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## Mode Indicator (LED)

Color	Indicates:
Green (On)	Noise Cancelling on.
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## Troubleshooting

### Poor sound quality

- Make sure the headphones are powered on and securely plugged into the headphone jack on the Apple device.
- Try another StayHead™ + tip size.
- Try another Apple device or music application.
- Clean the connector with isopropyl alcohol and dry with a clean cloth.

### Headphones won't turn on

- Make sure the headphones are properly charged.
- Turn off the power switch.
- Clean the connector with isopropyl alcohol and dry with a clean cloth.

### Poor or no noise reduction

- Make sure the power is switched on and the Mode indicator is on (green).
- Try another StayHead™ + tip size. See "Importance of Proper Fit."
- Ensure that headphones are properly charged.

### Short battery life (less than 16 hours)

- Make sure the headphones are properly charged.
- Clean the connector with isopropyl alcohol and dry with a clean cloth.

### Device is not responding to remote button commands

- Ensure you are using a compatible Apple device.
- Make sure the headphones are securely plugged into the headphone jack on the Apple device.
- Clean the connector with isopropyl alcohol and dry with a clean cloth.

### Microphone not working

- Make sure the headphones are properly charged.
- Clean the connector with isopropyl alcohol and dry with a clean cloth.
- Make sure the microphone is not blocked.
- Try another ear, Apple device, or application.

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## Powering on

- Slide the power switch on the control module to On. The headphones will turn on in the Cancelling, which reduces most sounds around you.
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## Switching modes

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### Headphones won't turn on

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